

Prescription Policy

How prescriptions are issued through telehealth visits booked via MedScribe, and the rules that govern them.

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1. Purpose and Scope

This policy explains when and how prescriptions may be issued following telehealth visits conducted by licensed clinicians using MedScribe's platform. MedScribe provides scheduling, communication, documentation, and payment software to clinics; it is not a pharmacy, does not sell or ship medications, and does not practice medicine. All prescribing decisions are made solely by your treating clinician at the clinic where you are an established patient.

2. Prescribing Is Always at Clinical Discretion

- Prescriptions are issued only when your clinician determines they are clinically appropriate after an evaluation that meets the standard of care
- No prescription is guaranteed. Paying for or attending a visit does not entitle you to any medication, refill, dose, or specific treatment
- Clinicians will never prescribe based solely on an online questionnaire, form, or bot conversation without a real-time evaluation
- Your clinician may require in-person evaluation, lab work, or specialist referral before treating, and may decline any prescription
- Clinical decisions are never influenced by payment. Clinician compensation is not tied to whether a prescription is issued

3. Location, Licensure, and Identity Verification

You must be physically located in a jurisdiction where your treating clinician is licensed at the time of every visit, including follow-ups. Your identity and location are verified each visit, and prescriptions are transmitted under the clinician's license and DEA registration (where applicable) for that location. If you will be traveling, tell your clinician before your visit.

4. Controlled Substances

Strictly Regulated - Subject to Federal and State Law. The Ryan Haight Act generally requires at least one in-person medical evaluation before a clinician may prescribe controlled substances via the internet. Temporary DEA/HHS telemedicine flexibilities (currently extended through December 31, 2026) conditionally waive that requirement, and final DEA rules are pending. This policy may change as those rules are finalized.

- Controlled substances (Schedule II-V) may be prescribed only in full compliance with the Ryan Haight Act, the DEA telemedicine rules in force at the time of the visit, and applicable state law
- Where state law is more restrictive than federal law, state law controls
- Controlled-substance prescriptions require electronic prescribing for controlled substances (EPCS) and identity-proofed prescriber credentials
- Your clinician may consult your state Prescription Drug Monitoring Program (PDMP) before issuing or refilling controlled substances, as required or permitted by law
- Some medication categories (for example stimulants, benzodiazepines, certain sleep aids, and testosterone) are federally controlled; availability via telehealth depends on the rules above and your clinician's judgment
- We do not prescribe high-risk regimens outside established medical guidelines, and we do not support pill-mill-style prescribing of any kind

5. Pharmacy Fulfillment

If your clinician issues a prescription, it is sent electronically to the licensed pharmacy of your choice. You purchase medications directly from the pharmacy; we never charge you for medications, and visit fees cover the clinical service only. We do not own pharmacies, do not mark up medications, receive no per-prescription payment from pharmacies, and cannot control pharmacy pricing or stock. If your prescription is delayed or unavailable, contact the pharmacy first, then your clinic.

6. Refills

- Refills require a clinical decision and may require a follow-up visit, especially for new, changed, or higher-risk medications
- Request refills several days before running out; urgent same-day refills cannot be guaranteed
- Controlled substances are never auto-refilled, and lost/stolen prescription replacement follows strict verification procedures
- If you have not been seen within your clinician's required interval, a visit may be required before any refill

7. Payments Are Separate From Prescriptions

Visit fees pay for the clinician's time and clinical evaluation, regardless of outcome. A visit fee is charged even if no prescription is issued, because the clinical service was delivered. Visit fees are charged by your clinic as merchant of record via Stripe; see our Funds Flow Diagram (</funds-flow>) and Telehealth Informed Consent (</telehealth-consent>).

8. Records, Safety, and Abuse Prevention

Every prescription, refusal, and clinical rationale is documented in your medical record. Our clinicians monitor for duplicate therapy, early refills, multiple prescribers, and other safety signals, and may decline care consistent with their professional obligations. Suspected fraud, diversion, or misuse of the platform for drug-seeking results in termination of access and, where legally required, reporting.

Questions about this policy? Contact support@medskrybe.com. For questions about your medications, contact your clinic or pharmacist directly.